



**Statewide Independent Wholesalers Limited**

ABN 51 009 519 546



**tasmanian  
independent  
retailers**

11<sup>th</sup> January 2022

Dear Retailer

Due to the current COVID situation SIW has been significantly impacted by absenteeism across the business due to team members being affected by COVID.

As such SIW, is experiencing unprecedented levels of absenteeism, combined with significant volume uplift, which has resulted in capacity issues for picking the increased carton volume.

What is Being Done

SIW is working within the guidelines & directives of Tas Health and the State Government and will continue to work on all aspects to minimise impacts to the business where possible.

To ensure we can supply as much stock in the fairest possible way, we have implemented upper order limits, otherwise known as 'Order Slimming'.

The Slimming Process is based on:

- Maximum store order quantity per SKU to help facilitate 'a fair share' of stock.
- Maximum order quantity is based on average store demand per SKU over the 6 weeks preceding the event.
- Stock that is altered via the slimming method will show as 'slim' on OOS Report.
- SIW may also implement an allocation/turn in process for high demand items if required.

We do need to work together during this period and ask that Stores place fair and reasonable order quantities and not place out of sequence or additional orders.

Please be assured that the issue is not stock levels and SIW has adequate stock cover to meet normal volumes for this time of year, however SIW & Suppliers are continuing to work together to obtain as much stock as possible.

SIW is responding and taking every step we can to support retailers - we are running our business to the maximum capacity where possible.

Please continue to monitor your regular TIR communications for ongoing information or contact your TIR Area Manager.

We are grateful for your support and understanding during these challenging times.

Take care and stay safe.

**Drew Freeman**  
**GENERAL MANAGER**  
**Statewide Independent Wholesalers**

**Grant Hinchcliffe**  
**CEO**  
**Tasmanian Independent Retailers**